# the office of the family and children's ombudsman

Anyone may contact the Office of the Family and Children's Ombudsman when they have a complaint or are unable to solve a problem with the Children's Administration. The Ombudsman's Office is independent of the Children's Administration and of DSHS. They can help resolve problems associated with actions taken by Children's Administration. The Ombudsman's Office can be reached by calling: 1-800-571-7321 or (206) 439-3870 or (206) 439-3789 TDD.

## nondiscrimination policy

It is the policy of the Children's

Administration that no person shall be subjected to discrimination, excluded from participation, or denied the benefits of any of its programs or activities, or that of its contractors, on the basis of

race, color,
national origin,
creed, religion,
sex, marital
status, age
disability, or the
use of a trained



guide dog or service dog by a person with a disability. Reasonable accommodations for people with disabilities, including interpreters, and materials in alternative format, will be provided upon request.

Clients who believe they have been discriminated against by the Children's Administration may file a complaint with any of the following agencies:

Office for Civil Rights, United States Department of Health and Human Services: 1-800-362-1710 • (206) 615-2296 TDD.

Washington State Human Rights Commission: 1-800-605-7324 Seattle • 1-800-233-3247 Olympia • 1-800-662-2755 Yakima

United States Department of Justice, Civil Rights Division, Disability Rights Section: PO Box 66738 • Washington, DC 20035-6738

Division of Access and Equity, Washington State Department of Social and Health Services: 1-800-521-8060 • 1-800-521-8061 TDD

Please talk with your local office before calling one of the regional offices listed below.

 Region 1 - Spokane
 (509) 363-3500
 Region 4 - Seattle
 (206) 352-2100

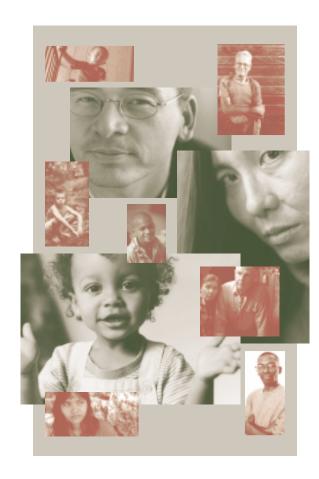
 Region 2 - Yakima
 (509) 454-4200
 Region 5 - Tacoma
 (253) 593-2712

 Region 3 - Everett
 (425) 339-4780
 Region 6 - Olympia
 (360) 413-3400

Children's Administrations, Office of Constituent Relations • 1-800-723-4831 or (360) 902-8061 Office of the Family and Children's Ombudsman • 1-800-571-7321 or (206) 439-3870

### Children's Administration

# Tell Us



A brochure for citizen's input



### overview

Children's Administration oversees programs which deeply impact the lives of children and families in the state of Washington. The following programs provide direct services within the Children's Administration (CA).

1. Division of Children and Family Services (DCFS). This includes Child Protective Services (CPS), Child Welfare Services (CWS), Family Reconciliation



Family Reconciliation
Services (FRS) and Adoption Services.

2. Division of Licensed Resources (DLR). This includes the system that licenses placement resources for children (Office of Foster Care Licensing/ OFCL) and which investigates reports of abuse or neglect in licensed, certified, and state-operated care facilities (DLR/CPS). It also includes the Office of Child Care Policy (OCCP). This office licenses and monitors child care facilities.

Many times the issues that emerge while a family is involved with Child Protective Services, Licensing or Child Welfare Services can create misunderstanding and confusion. Children's Administration wants to respond to the community, to parents/ guardians, to foster and adoptive parents and to other citizens with an interest in the welfare of children. We want the process to be non-adversarial, timely, thorough and fair.

# the assistant secretary's office of constituent relations

This office is available to provide assistance to anyone who is involved in resolving a complaint with the Children's Administration. The phone number is 1-800-723-4831.

# steps to resolving a complaint with Children's Administration DCFS DLR/OCCP/OFCL DLR/CPS Investigator Social Worker Supervisor Licensor Supervisor Investigator Supervisor Area Administrator Regional Manager Section Manager

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Child	
Child Staff	
Staff City	
Child Staff City L can	ren's Administration staff:
Staff City Can Name	ren's Administration staff:
Staff City Can Name	be reached at:
Staff City I can	be reached at:  Address  ate/Zip